

October 10, 2020



Re: Updates to Lordco's Coronavirus (COVID-19) Response

The COVID-19 pandemic has undoubtedly affected the way we all live, work, and shop in Canada. We at Lordco Auto Parts are very grateful to all our customers and employees for upholding and respecting the protocols we have implemented to keep our stores safe and our doors open during this crisis. At Lordco Auto Parts, we always consider the health and well-being of our valued customers and employees a top priority, and we are aware of our important role in providing essential supplies to our customers and communities serving those keeping our communities safe.

We want you to know what we are doing to keep our customers and our staff safe. Our Business Continuity Team has met regularly since the beginning of this crisis to ensure we are implementing the latest directives from the Federal and Provincial Governments. We are continually reassessing the precautions being taken and looking for ways to do more. To date, the following practices and programs are now in place at our stores and warehouses.

Store Hours

As of Saturday, May 16th, all Lordco stores have returned to their regular operating hours. This change allows us to spread the number of customers in our store over more hours and lets us offer more working hours to our team. We will continue to limit the number of customers in our stores at one time. For updated store hours, visit www.lordco.com/locations or search Google Maps for a store location and details.

Curbside Pickup

Many Lordco locations are offering curbside pickup for customers who prefer to remain in their vehicles rather than shop in-store. Visit www.lordco.com for the full list of available locations and curbside pickup instructions.

In-Store Procedures

We are following COVID-19 health and safety protocols at every Lordco store to ensure our in-store shopping experience is clean and safe for everyone, including:

- Limiting the number of customers in our stores, depending on the size of the store, from 10 to a maximum of 30 customers at one time. At our larger stores, designated door greeters are facilitating in-and-out access.
- Increasing significantly our cleaning and sanitization protocols. Stores are being cleaned routinely, with a focus on high-touch surfaces, such as door handles, phones, counters, and delivery vehicles.
- Reminding staff to wash their hands frequently and to wipe down tills after every transaction.
- Installing store signage at front doors, checkouts, and in aisles to encourage physical distancing.
- Installing plexiglass guards at cashier desks and back counters.
- Asking installer customers to use our online parts ordering system and offering retail customers the options of curbside pickup and home-delivery-for-a-fee to minimize in-store visits.

We will continue to provide you with the essential goods you require in the safest manner possible. Thank you for trusting Lordco with your automotive needs. We will get through this together.

For more information about our health and safety protocols, read the full details of our [WorkSafe BC COVID-19 Safety Plan](#).

For more information about COVID-19, please visit www.healthlinkbc.ca and www.who.int.